



DEPARTMENT OF THE ARMY  
251th FINANCIAL MANAGEMENT DETACHMENT  
CALIFORNIA ARMY NATIONAL GUARD  
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FMD-CDR

16 January 2009

MEMORANDUM FOR: USAFINCOM CERTEX OSTs, FORT MCCOY, WI

A.S.C

SUBJECT: AAR 251<sup>ST</sup> FMD CERTEX 2009 (13 Oct 09 – 16 Oct 09)

1. During the Certificate Exercise (CERTEX) the 251<sup>st</sup> FMD's purpose was to set up a functional finance office in a contingency environment to conduct finance operations in each soldier's assigned duty and section. To properly evaluate the 251<sup>st</sup> FMD, the assigned OSTs for this CERTEX provided real life scenarios for the 251<sup>st</sup> FMD to resolve and process in accordance with local polices and regulations.

2. During the Certificate Exercise (CERTEX) the 251<sup>st</sup> FMD was assigned a building to set up a functional finance office to conduct finance operations. Each soldier was assigned to a section and given their duties. The assigned OSTs for each section provided real life scenarios for each section to resolve and/or process in accordance with local polices and regulations.

3. Commercial Vendor Services:

A. What went well?

1. Evaluators performed on the spot corrections. This allowed the soldiers to better understand the process and the opportunity to ask questions.
2. Evaluators allowed us to work on our own and stopped by periodically to evaluate our understanding by reviewing our work and ensuring that the learned block of instructions was applied.
3. Maintained high level of motivation by providing additional block of instructions on the Lines of Accounting and different Pre-Validation methods.

B. What went bad?

1. Prior to CERTEX the CVS block of instruction should be geared more towards issues occurred in contingency environments. Ex: Lines of Accounting.
2. Communication between evaluators, instructors and their perspective section.
3. Section must familiarize themselves with Documents.

C. Sustain:

Keep the real life scenarios, good training environment and knowledgeable evaluators.

D. Improve:

Communication lines between evaluators and instructors.

4. Customer Service:

A. What went well?

1. Very helpful.
2. Once everything was explained on how the process was expected we worked well.
3. The Up tempo was great!
4. Working with live SSN made the scenarios realistic. We were able to research.

B. What went bad?

1. In the beginning the process was not explained thoroughly.
2. COB's had no idea what role they were supposed to be playing. They need to stick to what they are being told and not add or switch things around.
3. Don't undermine the experience that some of the soldiers have with prior deployments.

C. Sustain:

Continue using the real SSNs with scenarios. All of the resources that were provided were essential in the success of CERTEX. Overall the training provided was great and will give future FMD's or FMC's an idea of what to expect.

D. Improve:

Communicate the process of the CERTEX.

5. Military Pay:

A. What went well?

1. Great hands on training, material and familiarized with MMPA and DMO.
2. Good working environment.
3. Good team work.

B. What went bad?

1. Section must familiarize themselves with policies and regulations.
2. OST staff was unclear on how many vehicles to take (Communication).
3. Take time to effectively research and answer questions from customers.

C. Sustain:

Maintain good workflow.

D. Improve:

OST staff should be more observing and evaluating then on the spot corrections. Be more humble, at some point we have all deployed somewhere, no need to brag about it. There are multiple ways to run a mil pay sections, and making suggestions on how to do it would work better than dictating.

6. Operations:

A. What went well?

1. Soldiers kept a positive attitude.
2. No major injuries.
3. Good team work.
4. Soldiers responded well to all given tasks.

B. What went bad?

1. Miscommunication on how many vehicles were to be used on FMST mission.
2. Miscommunication on the fact that they wanted us to have another laptop or hard copies of the regulations and SOPs when we were originally told it was to be simulated.
3. No comms in vehicles – went against us when our source of communication would be our cells phones.

C. Sustain:

Keep motivated, continue good team work, continue to respond to given tasks.

D. Improve:

Need to improve on communication.

7. Internal Review:

A. What went well?

1. Instructors were very helpful and informative in evaluation.
2. IR accomplished by researching task.
3. Key elements of review were pointed out by instructors during each section.

B. What went bad?

1. No prior experience in IR.
2. IR's full knowledge in each section lacked.
3. No IR training.

C. Sustain:

1. Keep a positive attitude and have thick skin.

2. Continue to research each section's functions.

D. Improve:

Full knowledge in each section and need experience IR research.

8. Disbursing:

A. What went well?

1. Automation (DDS linked).

2. Dealing with real live people and having them challenge our SOPs and Policies.  
Conducting transactions and pay vouchers.

3. Distributing funds to transactions that will actually occur in Kosovo.

B. What went bad?

1. Building maintenance (heater and doors).

2. Could have dealt with more foreign currency.

3. Needed more office supplies.

C. Sustain:

1. Having an actual finance office with all sections and systems operational.

2. Challenging disbursing section with true questions and problems.

3. Instructor shadowing helped with getting conflicts resolved in different ways.

D. Improve:

Building maintenance ( heater and broken cashier doors).

9. The point of contact for this request is CPT Juwan Sims at (949) 933-6361 or email at [juwan.sims@us.army.mil](mailto:juwan.sims@us.army.mil).



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